



DIVISION OF FIRE AND RESCUE SERVICES FREDERICK COUNTY, MD

AMBULANCE TRANSPORT INSURANCE BILLING PROGRAM

Billing Information:

✚ Q: Who handles the billing for Frederick County?

A: We contract this service to an outside "billing agent," ADPI/Intermedix. They are based out of Columbus, Ohio and handle most billing issues.

✚ Q: How is my insurance information obtained?

A: We have an agreement with the local hospital to forward all insurance information, for patients being transported by one of our local fire/rescue, directly to our billing agent.

✚ Q: I received a bill and I have insurance.

A: There may be times, for whatever reason, that your insurance information is not received or that the insurance information submitted is not current. Please complete the application on the back of the bill with your latest insurance information and resubmit it to our Billing Agent, or, call them directly at 1-888-317-3731.

✚ Q: I received a bill and I am a Subscription Club Member.

A: It is possible that the field for Subscription Club member was not checked. Call our Billing Agent at 1-888-317-3731 or the EMS Billing Coordinator at 301-600-1308 to have this corrected.

✚ Q: Why didn't my insurance company pay for this?

A: Not all transports are approved by insurance companies and many insurance companies will not pay if they feel the transport was not medically necessary. Our Billing Agent will work with the insurance companies to try to obtain payment, but in many instances, it still may not be paid.

✚ Q: I'm a member of the Subscription Club. Why did my insurance get billed?

A: This is an Insurance Billing Program. We will bill your insurance for the transport service. Additionally, as a Subscription Club member, any co-payments and/or deductibles, not be covered by the insurance, will be covered by the

Billing Program. You are reminded, though, that this program only pays for transports that are deemed medically necessary.

 **Q: How do I pay my bill, if I am not insured and I am not a Subscription Club member?**

A: You can pay your ambulance bill in a number of ways:

Write out your personal check or money order made payable to:

 **Frederick County MD Ambulance Billing**

And send it to:

**Frederick County MD Ambulance Billing
P.O. Box 3660
Frederick, MD. 21705**

 **Q: I cannot afford this bill. What can I do?**

A: We understand that an emergency can happen at any time, especially when we least expect it. We want to assure you that, regardless of your ability to pay, we stand committed to providing you the same level of professional care. Our office will work with you to set up a payment arrangement that is comfortable and affordable to you.